

Portfolio/ Partner	Complaint
<p>Childrens: Children &amp; Families Ref 22013386</p>	<p>Mr X complained the Council failed to investigate his complaints - about the Child in Need plan and the social worker appointed to his children - under the children's statutory complaint process.</p>

Date of Ombudsman Decision	Ombudsman Finding/Investigation Outcome
07/07/2023	The LGSCO found the Council at fault for failing to investigate the concerns under the correct complaints process.

## Agreed Remedy/Service Improvements

The Council agreed (within one month) to a) provide Mr X with a written apology for the injustice caused by the failure to investigate the concerns under the correct complaints process; b) Start an investigation under the children's statutory complaints procedure and ensure the statutory timescales are adhered to; and c) Remind staff of the complaint process and procedures.

## Remedy implementation detail and learning outcomes

17/07/2023 - Letter of apology sent.

18/07/2023 - Letter confirming statutory stage 2 Independent Investigation.

01/08/2023 - Internal communication issued incorporating reminders to staff.

Ombudsman compliance  
outcome

08/08/2023 - LGSCO  
recorded a compliance  
outcome of "*Remedy  
complete and satisfied*".